Voids and a Refunds

WinCollect has 2 different methods for dealing with errors and adjustments to previously receipted money: **voids** and **refunds**. To begin with, let's look at each transaction type and consider its meaning.

Should I process a void or a refund?

Voiding a receipt tells the computer that the receipt should never have happened. Voiding a receipt says to the system, "I never really got that money". You have to void an entire receipt - you can't just void part of it. Voiding a receipt is used for situations where the wrong parcel or taxpayer was receipted, the taxpayer changed his mind about the payment after the receipt was already processed, or a check is returned from the bank for insufficient funds.

A *Refund* a used when the money was received and deposited, but then needs to be returned to the taxpayer. Examples would be overpayments, or refunding money back after a change slip from the Assessor lowers the value. Refunds are also a good way to return money to a large taxpayer (i.e. mortgage companies) who paid a parcel in error on a receipt with a large number of parcels. Unlike the Void, which is all or none, you can selectively refund parcels from a receipt.

Selecting a receipt to void or refund

Whichever transaction type you need to perform, the process starts from the Receipt Lookup screen, which is accessed by the Receipt button on the main WinCollect screen. Use the search screen to locate the original receipt and highlight it in the grid. If you need to review the receipt, you can use the Reprint button to see the receipt on screen.

Once a receipt is highlighted, the Void and Refund buttons become active on the toolbar. (Note that if you do not see the Void or Refund buttons, you may not have sufficient security to perform these transactions). Also note that if the receipt already shows VOID for the status, it can not be voided again, and can not be refunded.

Voiding a receipt

To void a receipt, click the Void button on the toolbar. The Void Receipt window will open and display the basic information about the receipt, including receipt number, taxpayer name, date, and amount. This allows you to confirm that you have the correct receipt. Enter a reason in to the text box provided as documentation on why this receipt was voided. The reason is a required field.

There are two options when voiding a receipt: Void it for the original receipt date, or void it for today. The main question to keep in mind is, "What day's and month's reports do I want this to effect?" Using today's date will reduce today's (and this month's) reports by the amount of the void. This allows you to take money out of this distribution period that may have been distributed in a previous period. Use original receipt date if you do not want the reports effected by the void. If original receipt has already been distributed, you may need to manually adjust prior distributions. Once you select the appropriate option, click the Process Void button.

Often times after performing a void, you will want to reprint the receipt, which will now be marked as voided.

Issuing a refund

To issue a refund, highlight the original receipt. Refunds are always done to offset previously received money, so you must select the correct receipt first. Clicking the Refund button on the toolbar will open the Refund Window. You will see a detailed list of transactions from the original receipt. Each parcel and tax issue is listed separately. The column labeled Amount is the original amount paid on that receipt. The green-shaded column labeled RefundAmt is the amount you want to refund. You can manually enter any dollar amount up to the original amount in this box. The screen also works similar to the payment screen, so if you want to refund the entire amount of a transaction, you can click the Mark button and the amount will automatically be copied to the refund amount field for you. You can also select Mark All if you wish to refund the entire receipt.

The Check Number field allows you to enter the county check number that you will use to issue the refund. This is optional. The Reason for Refund field is required for auditing purposes. Once you have the amounts entered and the other information entered, simply click the Process button to issue the refund.

If previous refunds have been issued against this receipt, they will be listed in red below the original transaction for reference purposes. Note that you can not Mark or enter an amount on these transaction lines—they are informational only.

Voiding a refund

If you issue a refund in the system by mistake, you can void the refund by highlighting the original receipt, and then on the Void button, using the drop-down menu button and selecting *Void Refund*. This will open the Void Refund window, which will list each refund that has been issued by date, user, check number, and amount. Highlight the appropriate refund, enter a reason for the void, and click the Process Void button.

Voids done in error

Note that for auditing purposes, there is no option to undo a void. This is why the receipt information is displayed on screen for confirmation. Please exercise care when voiding receipts and refunds. If you need further assistance in this area, please contact customer support.